General Services Administration --- Federal Technology Service
IT Solutions Business Line

Core Business The core business of the IT Solutions business line is the *reselling* of private sector solutions that are obtained through the award and administration of contracts with the private sector.

Business Goal A business goal is to provide the same products or services or solutions with the same level of service at the same price to all clients irrespective of their geographic location.

Concept of Operations FTS is implementing a new concept of operations for the IT Solutions business line based on distinct service delivery and solutions development "centers of expertise."

- Client Support Centers (CSCs) will provide direct client interface and support, issue and manage task orders against contracts, and deliver (resell) solutions to our clients.
- Solutions Development Centers (SDCs) will award and administer IT contracts, i.e., SDCs develop solutions, for CSCs and other government agencies.

CSCs will be organizationally and financially separate from any SDC to avoid a conflict of interest or a prejudice toward a particular contract or solution.

Initially, there will be eleven Regional CSCs called Regional IT Solutions, and two National CSCs, the Office of Information Security (OIS) and the Federal Systems Integration and Management Center (FEDSIM).

At present, FTS has approved four SDCs – the Federal Computer Acquisition Center (FEDCAC), Pacific Rim Region 9, the FAST Small Business SDC in Region 6, and a partnership of Regions 4 and 7. (Other non-GSA SDCs already exist, e.g. the Army's Ft. Huachuca, and GSA/non-FTS SDCs exist, e.g., FSS Multiple Award Schedules.)

Benefits The IT Solutions concept of operations will:

- Eliminate the development of unnecessary FTS acquisition vehicles.
- Ensure that all new FTS contracts fit into an FTS strategic acquisition plan.
- Make all contracts available to all CSCs.
- Reduce the FTS resources devoted to developing and awarding new contracts.
- Reduce the private sector resources required to respond to FTS contracting initiatives.
- Provide contract options and alternatives to our clients.
- Establish voluntary sources of supply for all CSCs.
- Reduce dependency on single vendors or contracts.
- Maximize the number of industry partners.

The new IT Solutions concept of operations establishes a fundamental sales vs. service delivery vs. solutions development construct to guide the operation of this business line. Organizations had been rewarded for selling the contracts that they had awarded and were not necessarily rewarded for selling the contract that best satisfied the client's requirements. By separating the sales/service delivery from contract award/solutions development, FTS will offer its clients the best solutions for their particular needs. Each client will now have a much wider-range of options and alternatives.

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Client Support Centers CSCs provide a value-added technical and acquisition service for Federal clients worldwide and serve as the Contracting Officer and Contracting Officer's Technical Representative. Clients come to FTS with IT problems and FTS client representatives provide private sector IT solutions. Alternatively, clients state their need for specific IT products and services, and FTS client representatives identify the vendor and contracting option that best fits their need. FTS awards task orders for clients and conducts a wide-range of pre- and post-task order activities including: developing statements-of-work, evaluating proposals, negotiating, monitoring service delivery and project progress, managing projects, evaluating and accepting deliverables, and certifying vendor invoices for payment. CSCs use a wide-range of contracts including:

- FSS's multiple award schedules (MAS);
- BPAs placed against FSS MAS;
- Government-wide contracts (GWACs), e.g., NIH and ITOP;
- FAST multiple award 8(a) contracts;
- Directed non competitive 8(a) definite quantity contracts;
- FTS awarded MAIQ and IDIQ contracts;
- Contracts awarded by other agencies on FTS's behalf, e.g. Ft Huachuca Directorate for Contracting and Dept of Energy's Federal Energy Technology Center.

The eleven Regional CSCs called Regional IT Solutions, have a geographic orientation and focus on clients within their region. The National CSCs, the Federal Systems Integration and Management Center (FEDSIM) and the Office of Information Security (OIS), focus on large systems integration and management projects, and information security (INFOSEC) requirements, respectively.

Workload A measure of IT Solutions' workload is revenue received from clients by the IT Fund as a result of FTS work including hourly labor, surcharges and contractor payments for ongoing projects. IT Solutions revenue grew by 53% to a total of $2.4 billion in FY1998.

Regional CSC revenues increased by 50%, OIS revenues increased by 11%, and FEDSIM revenues increased by 83% in FY1998.

**IT Solutions Revenues
Past Six Fiscal Years**
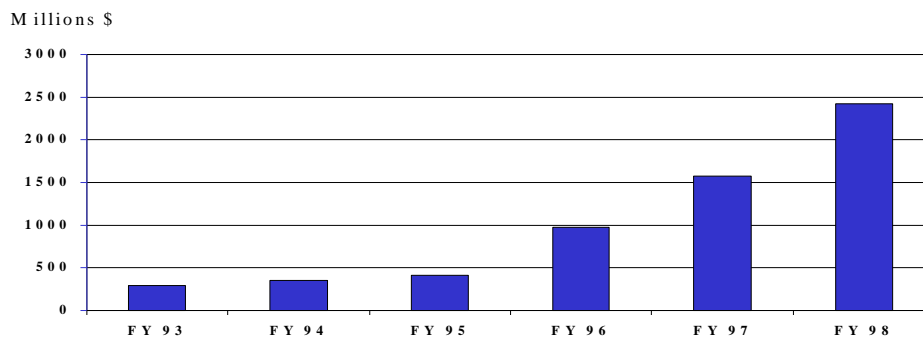
Solutions Development Centers There are presently three approved FTS SDCs and one under development:

♦ The Federal Computer Acquisition Center (FEDCAC) delivers full service management of large-scale, complex information technology acquisitions for client agencies and conducts full and open competitions for government-wide contracts required by FTS CSCs. It's achievements include the FBI's Fingerprint Identification System, the State Department's mainframe upgrades, the Agriculture Department's Forest Service Automation System, the National Institutes of Health's computer facilities acquisition, and the Department of Energy's Telecommunications Integrator Services contract. Other innovative contracts awarded by FEDCAC include: the Virtual Data Center Services contract, which provides data processing outsourcing services to Federal agencies, the Government-wide Business Continuity Contract, and the GSA Seat Management Services contract. FEDCAC currently administers the GWAC portion of ODIN, a NASA awarded desktop outsourcing contract, and the Financial Management System Software (FMSS) schedules. FEDCAC is currently conducting the $25 billion Millennia acquisition and a $500 million acquisition for the FBI.
♦ The Pacific Rim Region 9 SDC conducts full and open competitions for contracts required by FTS CSCs. It was established in FY1998, and its accomplishments include the $25 billion Applications 'N Support for Widely-diverse End User Requirements (ANSWER) MAIQ contract awarded to 10 companies in December 1998.
♦ The Region 4 and 7 partnership SDC will conduct full and open competitions for contracts required by FTS CSCs. It was established in the first quarter of FY1999.
♦ An SDC to support FTS's FAST Contracts will be established in Kansas City. This SDC will support FTS's quick, low cost buying service for IT products and services. It will concentrate on providing non-complex (turnkey) solutions.

Reasons agencies support the IT Solutions business line Agencies support the IT Solutions business line because IT Solutions offers:

♦ Fast, cost-effective access to the private sector.
♦ Ease of use.
♦ Technical expertise in the full range of current and emerging technologies.
♦ Quick response from **government** technical and acquisition experts.
♦ Experienced project and financial managers.
♦ Third-party objectivity and independence.
♦ Excellent, innovative contracts.
♦ One-stop shopping.
♦ Competitive pricing.
♦ Nationwide and worldwide presence.

Clients IT Solutions serves all branches and departments of the Federal Government; every executive department and branch of the military service; more than 75 independent agencies; Congress; and the Judiciary.